KnowledgeWave

Remote Participation Guide

We use WebEx Training Center for our virtual classroom. WebEx Training Center will allow you to see and hear the instructor and participate in the class.

You will receive a calendar invitation or a separate email message with a link to the WebEx training session. On the day of your class, click the link and follow on-screen instructions to join the session.

PLEASE join the WebEx training session 15 min before the start of class
We cannot accommodate late arrivals; sorry for any inconvenience

PLEASE test your audio equipment before the day of class

If the audio connection is not working properly when class begins, you may have to reschedule.

1. You must have a microphone so that the instructor can hear you.

   For laptop computers, if the laptop has a built-in web cam, it probably has a built-in microphone, too.

   For desktop computers, a headset with a microphone must be plugged in to your computer. The headset must have a microphone in addition to earphones. Stand-alone microphones are discouraged. They can create an unacceptable echo.

   USB headsets are preferred, although analog headsets are acceptable. We like the Logitech ClearChat USB headset. It is available from many electronics retailers such as Amazon, Staples, and Best Buy.

2. Test your microphone. To test it yourself, go to http://www.onlinemictest.com/ and follow the instructions to test your microphone and speakers.

   Some headsets have a mute button on the headset or on the cord. Ensure that the microphone is unmuted during the test.

   If you are not able to set up or test your headset, please contact us at least 1 day prior to class. We are happy to do a quick WebEx test session with you.

   1-800-831-8449   **education@knowledgewave.com**

If you have access to two monitors, we recommend a dual monitor set up. This permits you to have the training session going on one monitor and the book for your class visible on the other.

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